Invitation for Proposal

For

Engagement of Agency for Development of Employees Self-Services System

Consultancy Development Centre
(Autonomous Institution of DSIR, Ministry of Science & Technology)
Core 4B 2nd Floor, India Habitat Centre
Lodhi Road New Delhi – 110 003
Tel# 24602601, 24602915 Fax # 24602602
Website: www.cdc.org.in

TERMS OF REFERENCE

Engagement of Agency for Development of Employees Self-Services System

Background

Consultancy Development Centre (CDC) an Autonomous organisation of Department of Scientific & Industrial research (DSIR), Ministry of Science and Technology, Government of India set-up with the objective for development and promotion of consultancy profession. The Centre wish to streamline the various services system to enhance the overall efficiency of the centre.

1 Objective

The objective of the assignment is to facilitate CDC Employees through various e-services pertaining to their Attendance Record, Leave Management System, Booking of Vehicles/Halls & Training Rooms, Generation of Pay Slip, Income Tax Details.

2 Scope of the Work

An intranet based application should cover following modules for CDC Employees.

- Attendance Management System
- Leave Management System
- Vehicle Management system
- Hall Management System
- Pay Slip Generation
- Income Tax Management System
- To develop various report generation modules (with export facility in Excel/ PDF for admin users)
- Drill down reports at back end by Admin as per consultation with CDC.

(The detailed functional requirement of each module is enclosed at Annexure-I)

3 Methodology

3.1 *An Intranet-based Application would be deployed on CDC Server.*

3.2 Training

The agency shall provide training for installation and maintenance of the system free of cost as required by the CDC. The agency will provide all training material and documents pertaining to assignments. All technical assistance for installation, commissioning and maintenance of the system shall be provided by the agency at no extra cost.

3.3 Documentation

After satisfactory completion of the assignment, the agency shall provide following documents pertaining to the assignment to CDC in hard copy as well as in soft copy in CD-ROM.

- User Manual
- Administrator Manual
- Source Code for all modules
- Database (both in SQL and CSV form)
- Content generator

The installation would be done satisfactorily so as to facilitate the management of the application by CDC. The source code should be set up properly in a way so that it can be further modified by CDC staff, if required. All the administrative rights shall rest with CDC.

4. ELIGIBILITY CRITERIA

The agency shall meet the following criteria

1. Agency shall be a company registered before 31st March 2009 and should have average annual turnover of **minimum INR 15 Lakhs** in Web related services and database management services for last three years. Documentary evidence to be provided.
2. Agency must have valid company registration, sales tax registration, Service Tax registration and PAN number. Documentary evidence of the same should be submitted along with the technical proposal.
3. Agency should have experience of completed at least one similar type of assignments in the last 5 years. Copy of work order(s)/ documentary evidences including starting and completion date to be enclosed with technical proposal as documentary evidence.

In case documentary evidence is not provided CDC reserve the right to summarily reject the bid without assigning any reason.

5. Evaluation of Proposals

5.1 Eligible proposals shall be evaluated by Technical Evaluation Committee (TEC) on the basis of following parameters and weightages.

- Experience in assignments of similar nature — 20 Marks
  - No of assignments <=5 — 10 Marks
  - No of assignments >5 and =<9 — 15 Marks
  - No of Assignments = 10 & above — 20 Marks

  (Marks will be awarded based on work order of assignments enclosed along with the Technical proposal)
- Approach and Methodology — 25 Marks
- Understanding of the scope of work — 25 Marks
- Infrastructure and Resources — 30 Marks

Total 100 Marks

5.2 Agencies securing 75 or more marks shall be considered technically qualified.

5.3 The financial bids of technically qualified bidders shall be opened by the committee and the agency with lowest quote (L1) shall be considered for award.

6. GENERAL INSTRUCTIONS

CDC reserves the right to consider the award of contract for any one or all the modules as specified in the Format for Financial Proposal.

TERMS AND CONDITIONS

1. Bids must be submitted in Two parts (Technical Bid as per format at **Appendix-A** and Price Bid as per format at **Appendix- B**) in separate sealed covers, super-scribing the Technical Bid , Price Bid, The outer cover should bear the address of the agency submitting the proposal.

2. The period of validity of proposal shall be 90 days from the date of opening of the technical proposal and the prices quoted shall be deemed to remain valid for this period.

3. The bids will be received and opened at the office of CDC on the date and time mentioned in Invitation of proposals. Only Technical Bid will be opened on due date of opening. The price bids of only technically acceptable agencies will be opened at a later date.

4. CDC reserves the right to accept partly or reject any offer without assigning any reason thereof.

5. The agency shall itself collect any other information which may be required before submitting the proposal. Claims and objections due to ignorance of requirements will not be considered after submission of the proposal.

6. Quoted Price should be in words and figures (inclusive of all taxes as applicable). Any discrepancy between words and figures, the price in words shall prevail.

7. Except with the prior written consent of CDC, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, not shall the Consultant and its Personnel make public the recommendations formulated in the course of, award of Contract and its execution.

8. Shortlisted agency will be required to submit security deposit within 30 days of contract for due performance of contract. The amount of security deposit will be 10% of contract value in Indian Rupees. The security deposit will be in the form of demand draft or bank guarantee on non-judicial stamp paper on a scheduled bank. It will be returned after one year of successful installation and acceptance by the Centre and till that period, the agency has to fix the bugs and related issues for smooth functioning of the application.

9. The agreement may be terminated only by written notice of not less than three months by either party. However, if the services provided by the agency are not found to be satisfactory, the same may be terminated by CDC within fifteen days notice.

10. Income tax, as applicable will be deducted at source from the payments made to the agency.

11. In the event of any dispute, the decision of the Director General, CDC shall be final and binding on both the parties.

Terms of Payment

The payment terms are given as follows

- 50% on deployment of application on CDC Server and after Testing and acceptance by CDC
- 40% on Training to CDC Staff and providing the document as mentioned under para no.3.2.
- 10% on finally acceptance by the Centre.

Official Secrets Acts

The agency shall ensure that all members of the agency's Personnel are aware that the Official Secrets Acts of India apply to them as they deal with any respective official information.

Tests

The CDC should satisfy himself as the quality of the system and all cooperation should be provided by the agency in this respect.

Time Frame

The designing of the application to be completed within 3 months. During the said period, quality service provision in updating and maintenance is expected from the Agency.

Date for submission of proposal

The Proposals must be sent to CDC office on or before **25th June 2012 by 1500 hrs.** The proposals have to be sent only in hard copy by post/courier/by-hand. Emails will not be considered. The proposals will be opened on 25th June, 2012 at 1500 hrs.

Enquiries & submission of proposal should be addressed to :

Head (Information Technology & Administration)
Consultancy Development Centre
Core-IV B, 2nd Floor, India Habitat Centre, Lodhi Road
New Delhi-110003
Tel: 91-11- 24603424(D), 24602601, 24602915, 24601533
Fax: 91-11-24602602
Email : sureshk@cdc.org.in
Website: www.cdc.org.in

Appendix - A

Engagement of Agency for
Development of Employees Self-Services System

TECHNICAL PROPOSAL FORMATS

(On Agency's Letter-head)

LETTER OF PROPOSAL SUBMISSION

[Date]

To:

The Head (Information Technology & Admin)
Consultancy Development Centre

Dear Sir,

We, the undersigned, offer to provide services for Development of Employees Self-Services System as per the scope of work indicated in the tender format.

We are hereby submitting our Proposal, which includes this Technical Proposal, and also the Financial Proposal as indicated in clause 2 of instruction to bidders, sealed under a separate envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate and our proposal is binding upon us and subject to the modifications agreed by us during negotiations.

We understand that CDC is not bound to accept any Proposal it receives.

We remain,

Yours faithfully,
*****Authorized Signatory [In full and Designation]:

Name and Title of Signatory:
Name of Agency:
Address:

**** NB: Authorization in form of Power of Attorney is required***

Appendix - B

Engagement of Agency for Development of Employees Self-Services System

FORMAT FOR FINANCIAL PROPOSAL

No.	Particulars	**Amount (in ₹) inclusive of all taxes**
1.	**Quote for Development of Employees Self-Services System (Inclusive of all duties, taxes etc.)**	
	1.1 Attendance Management System	
	1.2 Leave Management System	
	1.3 Vehicle Management system	
	1.4 Hall Management System	
	1.5 Pay Slip Generation	
	1.6 Income Tax Management System	
	Total	
2.	**Lumpsump Amount (Inclusive of all taxes as applicable)**	

(Amount in words _____)

CDC reserves the right to consider the award of contract for any one or all the modules as specified in the Format for Financial Proposal.

Authorized Signatory

Name: ……

Designation ……

Name of agency:

Address:

Annexure-I

Functionalities/ Features of all the Applications

(Turnkey Basis)

The following are the proposed functionalities/ features for all the stated applications:

1. Attendance Management System

The application should have the following features:

- To record the In-time and Out-Time of every employee on daily basis.
- Display the total time given by an employee on a particular day.
- Should automatically deduct the lunch time of half an hour (1300 – 1330 hrs) from the total time of an employee eg: If an employee logged in at 0900 hrs and logged out at 1730 hrs then, his/her total time for the day should be 8 hrs and not 8:30 hrs.
- The time will be recorded on weekly basis i.e. a working week from Monday to Friday.
- A standard working week will comprise of 40 hrs (8 hrs per day X 5days). Hence, every employee is required to put in a minimum of 40 working hours in a week (or proportionate number of hours for the working days during that week).
- At any given day, the system should auto-generate the number of hours worked by an employee on every working day during that week and the total hours till date.
- If a holiday falls on any working day(s) during a week then, the system should automatically calculate the required working hours for that week on pro-rata basis. For eg: If during a given week, a holiday falls on Wednesday then, the system should automatically calculate the required working hours as 32 hrs for that week and should show Wednesday as a holiday.
- The application should be capable of storing all the past attendances in weekly format which can be readily viewed by an employee at any time.
- The application should provide facility to save and print the attendance record to every employee.
- The application should provide flexible report generation facility to the administrator only wherein, the administrator can generate reports on weekly, monthly or yearly basis or from one given date to another as required.
- The application should be flexible enough to modify/ change/ add/ delete any given rule along with addition of new employees in it. The authority to do so should lie with the administrator only.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.

2. Leave Management System

CDC employees are governed by Central Government leave rules. Hence, the employees are entitled to all the types of leaves which any central government employee enjoys. In general, an average employee makes use of basic 4 types of leaves namely Earned Leave (EL), Casual Leave (CL), Half Pay Leave (HPL) and Restricted Holidays (RH). The leave management application should have the following features:

- The leave management application will work on Calendar Year Basis.
- The concerned administrator in CDC will feed all the Gazetted Holidays (GZ) and Restricted Holidays (RH) (as per Central Government rules) in the concerned application in the beginning of the calendar year.
- All the gazetted holidays are compulsory offs for all the employees. The same should be adjusted with the time management system.
- An employee is entitled for only 2 RH in a year. He/she can avail RH only on those dates as fed in the system as RH. In the beginning of the year, the system should show balance as 2 RH and reduce it as and when it is availed or it will automatically get lapsed at the end of the calendar year. The system should be capable enough to check that an employee has applied for RH on the correct date.
- Casual Leaves are 8 in a year which an employee can avail anytime in a year and if not availed then, they will get lapsed at the end of the year. CL cannot be clubbed with any other type of leave. The system should be able to check this.
- When the account of any particular type of leave becomes 0 then, the system should not allow an employee to apply for leave under that category of leave and should rather display a message that ***'You have used all your CL'***, etc.
- Every employee's account is credited with 15 ELs on 1st January and 1st July every year. These are added to his/her previous balance of EL. In case of EL, whenever the account is credited with 15 additional EL, the system should auto generate a message that '15 more EL have been added to your account', etc.
- And, whenever an employee avails his/her EL, the system should display the total balance as on date.
- Every employee's account is credited with 10 HPL on 1st January and 1st July every year. These are added to his/her previous balance of HPL. In case of HPL, whenever the account is credited with 10 additional HPL, the system should auto generate a message that '10 more HPL have been added to your account', etc.
- 2 HPLs mean 1 full day leave. Thus the system must be capable enough to calculate this i.e if an employee has applied for 4 days leave against HPL then, his 8 HPL will be reduced.
- The application should then be capable enough to mark the respective dates as GZ or RH in the calendar feeded in the application in two different colours.

- For availing a leave, there should be drop down menu from where an employee can select a particular type of leave.
- After selecting the leave, a leave application form should be displayed to be filled by employee based on his/ her requirement (such as From_____ to_____; no of days_____; reason for leave, etc.)
- After an employee applies for the leave, it should automatically go to his/her reporting officer for approval. In case of Support staff, Technical Associate, Administrative Associate and Professional 'B' the respective divisional heads will be the reporting officer. And, in case of divisional heads, Director General (DG) will be the reporting officer.
- Once an employee has submitted his/her leave for approval, it will show '***Pending from Reporting Officer***' on the employee screen and '***Due for Approval for ___***' on the reporting officer's screen.
- Once the leave is approved, the application will display the message ***'Approved from Reporting Officer'*** in place of Pending.
- The application should be capable of auto-updating the total Leave Status of an employee. eg: An employee was having 8 CL in his account and he applied for 2 CL then, after his leaves are approved, the application should auto-update the leave status and show only 6 CL in his account.
- If an employee applies for more than 5 continuous leaves then, apart from the reporting officer, the leave application also goes to the DG for approval. In such a case, the application should be such that after getting reporting officer's approval, it should send it to the DG for approval. At the same time, on employee screen it should show ***'Pending from Reporting Officer'*** and ***'Pending from DG'*** or 'Approved from Reporting Officer' and 'Pending from DG', etc.
- The application/ system should provide a report generation facility both to the employee and the administrator to check that when an employee took a leave and which type of leave.
- The system should provide rights to the administrator to make some manual changes in the system on request of an employee. For instance, an employee got 4 days of leave approved from his officer but he actually took only 3 leaves and reports to office on the 4^{th} day then, in such cases, the administrator should have the right to make the necessary changes.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.

3. Vehicle Management System

At present, CDC has one staff car which is used by the employees for attending official meetings or for office related matters.

Through this application, an employee will be able to check the availability of the office car on a particular date in a particular time-slot and can hence book the car well in advance to attend any future meeting or for any office related issues. The broad features of the application/ system will be as follows:

- Whenever an employee needs the office car, he/she will click on the application ***'Vehicle Management System'.***
- Then, a screen will open showing the current month's calendar with arrows (< and >) on top of it to move to the previous month or next month.
- For booking a car, an employee will either stick to the current month's calendar or will move to the succeeding month's calendar.
- Then, the employee will select a particular date on which he/she wants to book the car. As soon as the employee will click on a particular date, a ***time-sheet*** will appear showing the time-slots which are booked and the ones which are free alongwith the name of the person who has booked a particular time-slot.
- And, if no time-slot is booked then, it will show a blank time-sheet.
- Now, for selecting a particular ***time-slot***, the application will provide for a digital clock in this screen and using this clock, the employee will add a time-slot asking ***From:_____hrs To:_____hrs;*** and also the ***Purpose and place***.
- After ***Submitting*** the request the time-slot has been entered into the application and once the administrator approved it will flash a confirmation message on the employee's screen that ***'your car has been booked on _____(date) from _____hrs to _____hrs'.***
- Through ***'Edit/Cancel'*** option an employee can reschedule his visit or cancel the same.
- In general, as soon as an employee clicks on the Vehicle Management System, the dates which are already booked (irrespective of the time-slots) for the selected month should be showed with a different colour on the screen, so as to give a snap-shot of the dates which are booked and the ones which are free for the whole day.
- Now, when an employee will drag the mouse over a date which is already booked then, he/she should be able to see the time-slots which are booked without actually clicking on that date.
- If an employee has to attend an urgent meeting and he/she sees that the car is already booked, then he/she can send a request to the administrator asking for another car by clicking on the button ***'Extra Car'*** stating the date, time-slot and the reason for which he/she requires an extra car.
- If an employee want to book the car and the time slot is already booked then, the system should show ***'Pending'***.

- The system should be such that if the person, who originally booked the car, cancels his booking then, the system should automatically book the slot against the pending request on FIFO basis.
- The application should be such that it is efficiently able to manage overlapping bookings; Example: 0930 hrs to 1030 hrs and 1000 hrs to 1100 hrs, etc.
- If an employee wants to see all his/ her individual bookings then, there should be a feature in the application such as 'My Bookings' wherein by clicking on this he/she can view all his/her past or future bookings(with different colours for past and future bookings).
- The application should provide Flexible Report Generation facility to the administrator only, wherein, the administrator can generate reports on weekly basis, monthly basis, and yearly basis or from one given date to another, etc.
- The application should be flexible enough to modify/ change/ add/ delete any given rule in it. The authority to do so should lie with the administrator only.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.

4. Hall Management System

At present, CDC has 4 Halls/Rooms namely Conference Hall, Meeting Room, Training Room I and Training Room II which are used by the employees for organizing official meetings or for office related matters.

Through this application, an employee will be able to check the availability of a particular type of hall/room, on a particular date, in a particular time-slot and can hence book the hall/room well in advance to organize/ conduct any future meeting or for any office related issues. The broad features of the application/ system will be as follows:

- Whenever an employee needs the office hall/room, he/she will click on the application ***'Hall Management System'.***
- Then on the screen he/ she will see a drop down menu with the options of the halls/ rooms such as Conference Hall, Meeting Room, Training Room I and Training Room II.
- The employee has to select the hall/room which he/she intends to book on a particular date.
- After an employee has selected a particular type of a room from the given options then, a screen will open showing the current month's calendar with arrows (< and >) on top of it to move to the previous month or next month.
- For booking a hall/room, an employee will either stick to the current month's calendar or will move to the succeeding month’s calendar.

- Then, the employee will select a particular date on which he/she wants to book the hall/room. As soon as the employee will click on a particular date, a ***time-sheet*** will appear showing the time-slots which are booked and the ones which are free alongwith the name of the person who has booked a particular time-slot.
- And, if no time-slot is booked then, it will show a blank time-sheet.
- Now, for selecting a particular ***time-slot***, the application will provide for a digital clock in this screen and using this clock, the employee will add a time-slot asking ***From: _____hrs. To: _____hrs.*** and also the ***purpose*** for which he/she needs the hall/room.
- After ***Submitting*** the request the time-slot has been entered into the application and once the administrator approved it will flash a confirmation message on the employee's screen that ***'your _____(name of the hall/room) has been booked on _____(date) from _____hrs. To _____hrs.***
- Through ***'Edit/Cancel'*** option an employee can reschedule the meeting or cancel the same.
- In general, as soon as an employee clicks on a particular type of hall/room in the Hall Management System, the dates which are already booked (irrespective of the time-slots) for the selected month should be showed with a different colour on the screen, so as to give a snap-shot of the dates which are booked and the ones which are free for the whole day.
- Now, when an employee will drag the mouse over a date which is already booked then, he/she should be able to see the time-slots which are booked without actually clicking on that date.
- If an employee has to organize an urgent meeting and he/she sees that the particular type of room/ hall is already booked, then he/she can send a request to the administrator asking for availability of the concerned room subject to DG's approval.
- If an employee books the hall/room for a time slot which is already booked then, the system should show ***'Pending'*** on the screen of the concerned employee.
- The system should be such that if the person, who originally booked the hall/room, cancels his booking then, the system should automatically book the slot against the pending request on FIFO basis.
- The application should be such that it is efficiently able to manage overlapping bookings; Example: 0930 hrs to 1030 hrs and 1000 hrs to 1100 hrs, etc.
- If an employee wants to see all his/ her individual bookings then, there should be a feature in the application such as ***'My Bookings'*** wherein by clicking on this he/she can view all his/her past or future bookings (with different colours for past and future bookings).
- The application should provide Flexible Report Generation facility to the administrator only, wherein, the administrator can generate reports on weekly basis, monthly basis, yearly basis or from one given date to another, etc.

- The application should be flexible enough to modify/ change/ add/ delete any given rule in it. The authority to do so, should lie with the administrator only.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.

5. Pay Slip Management System

At present, in CDC, employees receive system generated pay slips in their CDC email accounts every month using (Third party software i.e. Visual Basic and MS Access). The purpose of the Pay Slip Management System/ Application would be to enable the employees to view, save, store and print their respective pay slips as desired. The application will have the following broad features/ functionalities:

- Under this system, as soon as the pay slips are generated by the Finance Division, the same will be made available to an employee under the ***Pay Slip Management System*** through this application.
- The application should also provide for ***'Save***' and ***'Print'***
- The application should auto-store the past pay slips of an employee. For instance, if an employee wants to view his last 6 months pay slips then the application should provide him/her with only last 6 months pay slips.
- The application should provide Flexible Report Generation facility to the designated administrator only, wherein, the administrator can generate reports on monthly basis, yearly basis or from one given date to another, etc.
- The application should be flexible enough to modify/ change/ add/ delete any given rule in it. The authority to do so, should lie with the administrator only.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.

6. Income Tax Management System

The purpose of the proposed Income Tax Management System/ Application would be to enable the employees to view, save, store and print their respective income tax statements as and when desired. The application will have the following broad features/ functionalities:

- Under this system, as soon as the pay slips are generated by the Finance Division, the details of the pay like basic pay, grade pay, DA, HRA TA, deduction toward PF, etc. should be made available in a tabular format (like excel) to an employee under the ***Income Tax Management System*** through this application.

- Under this system, the designated administrator will feed into the application basic information related to tax computation in the beginning of every financial year like, tax-slabs, maximum tax deductible savings under each slab, various other exemptions/ deductions available, etc.
- The designated administrator should have the rights to modify/ change and previously fed information to the system. Like, after the declaration of annual budget by the government, if there are any changes to be made in the previously fed information, etc.
- For calculating the annual tax, the first month salary (April) will be fed into the application and the same will be replicated for the next 11 months. The actual salary received by the employee (say for first 4 months) will be displayed in a different colour and the ones yet to be received will be displayed in a different colour.
- As per the actual salaries received, actual savings made in the form of PF or otherwise, the total tax figure for the year should change automatically.
- The application should be flexible enough to help an employee to calculate his tax given the condition that he/she goes for complete savings and the savings done till date.
- The application should also provide for 'Save' and ‘Print’ and 'Import to Excel' options.
- The application should auto-store the past Income Tax Computation sheets for every financial year. For instance, if an employee wants to view the tax paid by him in the last three financial years then the application should provide him/her with the desired information.
- The application should provide Flexible Report Generation facility to the designated administrator only, wherein, the administrator can generate reports on monthly basis, yearly basis or from one given date to another, etc.
- The application should be flexible enough to modify/ change/ add/ delete any given rule in it. The authority to do so should lie with the administrator only.
- The Agency will also include the aspects, if any, which are not covered above but comes up during the implementation of the system to ensure it meets all the functional requirements in any integrated manner.